

WORKFORCE DEVELOPMENT SPECIALIST  
GS-0301-09

## I. INTRODUCTION

This position is located in the U. S. Department of Labor (DOL), Employment and Training Administration (ETA). ETA provides Federal grants and technical assistance to State and local levels who provide workforce development services to various adult and youth populations. This developmental position performs rotational workforce development assignments to further increase knowledge and understanding of related and interrelated programs as preparation for a front-line position in an ETA core occupational specialty.

## II. MAJOR DUTIES AND RESPONSIBILITIES

Duties include a combination of assignments from some or all of the following functional areas which will support the ETA component to which assigned and fully prepare the incumbent for permanent assignment.

### Contracts and Grant Administration

Assists with portions of the contract or grant cycle (*e.g.*, requests for proposals, review of proposals, awarding of contracts or grants, contract or grant modifications, monitoring, closeout). Makes recommendations for funding or modifying grants and contracts. Analyzes reports (fiscal and program) and develops recommendations which are shared with higher level staff and managers and then with grantees or contractors. May serve as Gotr or co-GOTR for assigned grants and performs all duties related to such an assignment.

### Technical Assistance/Consultative Services

Assists in developing and providing training to partners; helps to identify, communicate and share best practices; assists with the development of technical manuals, handbooks, desk aids, presentation materials, policy memos, and other guidance; responds to inquiries from customers, partners, Congressional offices, etc.; participates in issue-focused meetings and conferences on wide variety of topics, frequently representing DOL; helps team members to ensure compliance with Federal law, regulations and policy.

### Investigation and Audit

Assists with investigations and evaluations of complaints; helps team members audit costs and payments; assists in the recovery of disallowances; assists with closeout activities to ensure accountability for organizational resources; and may provide input into draft audit resolutions on areas for which the individual has specialized knowledge.

### Coordination, Facilitation and Marketing

Interacts with people and groups within and outside ETA and DOL to learn to establish good customer relations and partnerships; interprets Federal guidelines to provide sound, precise, and concise information; utilizes the electronic bulletin board and the Internet to collect, analyze, and disseminate information as requested; assists in arranging and participating in roundtables, fora, and peer-to-peer meetings.

#### Research and Analysis

Collects, organizes, analyzes, and reports data and findings to assist in improving the agency and the operation of its programs. Assignments may relate to monitoring activities at State and local levels to assure regulatory compliance and use of best practices, pilot and demonstration projects, program performance data, and other specific areas of ETA program operations. Provides input into GPRA and other performance related plans and reports and proposes corrective action where appropriate.

#### Policy Development

Assists in the identification of issues to be addressed by policy; assists with drafts of position papers and other correspondence; helps to formulate budget information and requests. Develops, reviews and comments on draft policies, etc., prepared by other offices.

#### Infrastructure and Support Systems

Assists with the design, maintenance, and/or use of various information, communication and support systems both within and outside ETA: electronic mail, Internet home pages, data bases, reporting systems, administrative services, profiling systems, labor market information systems, and one-stop service delivery system.

#### Performance Management and Accountability

Supports ETA's mission to ensure that grantees meet program performance requirements and provide the highest level of service to customers. Assists with the identification, development and maintenance of performance standards and supports program improvement by helping to identify and refine program outcomes. Develops recommendations for higher grade staff or managers.

### III. FACTORS

Factor 1 – Knowledge Required by the Position

FL 1-6

950  
pts.

Basic knowledge of the agency's program structure and the employment and training delivery system to perform recurring assignments in one or more organizational components.

Ability to communicate effectively verbally and in writing to convey information in a clear, succinct, and organized manner in order to make clear and convincing oral and written presentations. Ability to relate well to people inside and outside the organization and to operate in a team environment. Ability to

adapt and work effectively with a variety of situations, individuals, or groups; to understand and appreciate different and opposing perspectives; to rise to the challenge of unfamiliar tasks; and to adapt approaches to the requirements of a situation change.

Ability to assess and weigh information in a logical and analytical manner to identify trends and relationships among issues, to weigh options critically through use of a variety of information sources and to provide written or verbal rationale and results of analysis.

Skill in using a personal computer, and associated software and hardware in a LAN environment to produce documents, charts, and graphics, to send and receive electronic mail, and to research and communicate via Internet.

Factor 2 – Supervisory Controls	FL 2-3	275 pts.
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The supervisor or team leader assigns specific projects. A senior specialist may provide technical assistance for new, difficult, and unusual assignments. The incumbent plans, coordinates, and performs the steps to complete the project. Completed work is reviewed by the supervisor for consistency as well as contribution to the overall project. Findings and recommendations developed by the incumbent are reviewed by the supervisor. The supervisor may develop a performance management plan identifying office specific duties for the incumbent to perform.

Factor 3 – Guidelines	FL 3-3	275 pts.
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The guidelines for this position are Federal law, Federal regulations, DOL and ETA policy and operations directives and issuances, State and local laws, historical precedent, legislative history, related rulings in legal proceedings, professional literature, and sound research practices, principles, and methodology. Procedural guidelines are not always applicable to specific project assignments; therefore, the incumbent must use judgment in selecting or adapting guides.

Factor 4 – Complexity	FL 4-3	150 pts.
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The work involves many different and unrelated processes which must be analyzed before a course of action may be decided. Initial analysis of the situation(s) involve several interrelated conditions and/or elements. The incumbent assesses the processes and conditions present, then selects an appropriate course of action. Findings and/or recommendations generally relate to the more routine aspects of the work of the organization. Ability to handle numerous tasks, prioritizing among them successfully.

Factor 5 – Scope and Effect	FL 5-3	150 pts.
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The incumbent individually and in concert with other specialists analyzes and resolves problems in connection with assigned projects. The results of the work materially impact the effectiveness and efficiency of internal operations, the effective accomplishment of ETA work, and the efficient delivery of services to recipients of ETA products and services.

Factors 6/7 – Personal Contacts/Purpose of Contacts                      Level 2.c.                      145 pts.

The incumbent has regular and recurring contacts with analysts and specialists within the target activity, with key officials and staff members within ETA, and with customers serviced by the ETA organizational component. Contacts generally involve different functions and kinds of work from that of the incumbent. The incumbent engages in direct communications with these contacts to a) resolve mutual problems, b) interpret and communicate policies and regulations, c) suggest program improvements, d) disseminate information, and e) explain program requirements. Incumbent works alone, in groups, and extensively in teams of many kinds, both “actual” and “virtual.”

Factor 8 – Physical Demands    FL 8-1    5 pts.

The work is sedentary , although some slight physical effort may be required.

Factor 9 – Work Environment    FL 9-1    5 pts.

The work is performed in an adequately lighted and climate controlled office. Occasional travel by any means of government or public transportation may be required.

TOTAL = 1955 pts.

#### IV. UNIQUE POSITION RESPONSIBILITIES

The assignment will be to one of the following organizations or their subdivisions, including:

- Office of Youth Services (OYS)
- Office of Adult Services (OAS)
- Office of Apprenticeship Training, Employer and Labor Services (ATELS)
- Office of Workforce Security (OWS)